

DIAL- A- RIDE PROGRAM GUIDELINES

PURPOSE AND POLICY

The Dial-A-Ride Transportation Program is administered and operated by the Town of Glastonbury Human Services Department. This program is a local in-town transit service for eligible residents who are without other means of necessary daytime travel. The program is operated according to policies and procedures which permit it to serve as many people as possible in a fair, efficient and effective manner without regard to race, creed, religion, national origin or personal favoritism. There is no fee for this service.

ELIGIBLE RIDERS

Glastonbury residents, age 60 or older and residents over the age of 18 having certification of a medical disability that is permanently and/or totally disabling are eligible to use Dial-A-Ride. Persons under the age of 60 with medical restrictions must apply for a disabled rider's card. Applications for disabled riders can be obtained from Senior Services. The application must be completed by the applicant and their physician. Completed applications need to be returned to Senior Services. Able-bodied riders who are in complete control of their faculties shall be allowed to use Dial-A-Ride unattended. Those not sufficiently alert and ambulatory **MUST be accompanied by an attendant.** New riders are required to fill out an Emergency Information Card. This card may be obtained from the Senior Services Department or from a Dial-A-Ride driver.

HOURS AND DAYS OF OPERATION

Service is offered Monday through Friday, 8:45 am to 3:30 pm with the exception of Town Holidays, and closings due to inclement weather.

EVENING-WEEKEND ACTIVITIES

Tuesdays/Thursday 4:45 pm – 8:00 pm
Saturdays 8:45 am – 3:30 pm

OBTAINING SERVICE

To request a ride, you must call 860-652-7643 between 8:00 and 11:00 a.m. **one business day prior to the day your ride is required for any**

reservation. Requests made **after 11:00 a.m. and same day reservations will NOT be accepted.** Please provide the following information when making a reservation:

- . Full Name of Rider
- . Rider's Address
- . Rider's Telephone Number
- . Desired Pick Up Time
- . Destination
- . Time of specific appointment
- . If doctor's appointment, give Dr's name & telephone number
- . Desired Return pick up Time

Every effort will be made to accommodate your request. There are, however, times when resources are limited i.e.: vehicle breakdown, driver illness, inclement weather, high volume of ride requests. If the times requested cannot be accommodated in the schedule, you will be notified. The rider can then either accept a revised time if one is available or cancel the request and make other arrangements.

CANCELLATIONS

The number to call for a cancellation is 860-652-7638. **Riders are responsible for calling as soon as possible** to cancel pick up or return trips. Riders that frequently forget to cancel reservations may be subject to penalty.

PRIORITY USE OF RIDES

Medical appointments have top priority in the daily scheduling, with Senior Center programs and trips second. All other destinations are scheduled thereafter.

SPECIAL CONDITIONS FOR SERVICE

All passengers **are required by law to use seat belts. There is no exception to this rule. Driveways must be passable and safe if the rider is to be picked up at the door. Drivers cannot back into or out of driveways.**

The driver will drop off riders as close to their destination as safely possible. Drivers are not required nor should they be expected to search for riders. Riders **MUST be ready at least 10 minutes ahead of the scheduled time. Only 2 destinations per person/per day. Limit of 6 bags per person** per shopping trip. Drivers are **NOT responsible for carrying or delivering**

groceries and/or other baggage.

Drivers are NOT allowed to make stops that are not on their schedule. Drivers DO NOT provide assistance to riders. If you need assistance because you walk unsteadily or you are in a wheelchair, you must provide your own escort. The escort must be identified as a rider when the reservation is made.

INCLEMENT WEATHER CONDITIONS

Dial-A-Ride service will be cancelled when road conditions are or may become too difficult or hazardous for safe operation of a vehicle. Riders should listen to radio WTIC AM/FM or watch WFSB on TV for cancellation notice or call our main number at 860-652-7638. If the **Glastonbury Schools are closed, Dial-A-Ride is cancelled.** On days that the Dial-A-Ride service is cancelled, reservations for the next day can be made in the usual manner.

SPECIAL TRIPS

Special out of town trips are scheduled monthly. The schedule for these special trips is published in the senior monthly newsletter "The Sharing Tree". Due to limited capacity, these trips require prior registration. A small transportation fee will be charged for these out of town trips.

COMPLIMENTS, PROBLEMS AND SUGGESTIONS

Riders with compliments, problems or suggestions may write the Department of Human Services at 300 Welles St., Glastonbury, CT 06033 or call 860-652-7638.

- . Drivers are **NOT** permitted to accept monetary, gifts, tips or gratuities, according to Town personnel policy.
- . Written commendations, for exceptional service, are encouraged in lieu of tipping or gifts.
- . Monetary donations may be submitted directly to the Senior Services Department and will be used to benefit the Dial-A-Ride program.

DIAL-A-RIDE ASSISTANT: Nicole Mercer
DIAL- A-RIDE SUPERVISOR: Patti White
RESERVATIONS: 860-652-7643
INFORMATION & CANCELLATIONS:
860-652-7638

OTHER TRANSPORTATION RESOURCES

F.I.S.H. (Friends in Service Here)

860-647-3911

Transportation is provided for out-of-town medical appointments or medical appointments within Glastonbury for persons unable to use Dial-A-Ride due to special circumstances. Reservations must be made by 12:00 p.m. the day before the ride is required. Transportation is provided by volunteers in their own cars, at no charge however, parking fees are the responsibility of the rider. The service is available Tuesday through Friday, within a certain geographic area to include Hartford, East Hartford, West Hartford, Manchester, Rocky Hill, Wethersfield and the UCONN Health Center. F.I.S.H. is unable to take wheelchairs.

A.C.S. (American Cancer society)

Road to Recovery

1-800-227-2345

Transportation is provided for doctor appointments and treatments. Patients must be ambulatory and requests for rides must be made 3 business days before the appointment date.

A.D.A. TRANSPORTATION -CT Transit

For application or ride requests: 860-724-5340

Door-to-Door transportation service, for any purpose, is available to persons who are unable to use regular CT Transit bus service. Some assistance is available outside of buildings. User's pick up address and destination must be within ADA service area, which is a 3/4 mile radius around all CT Transit bus routes. Service operates 7 days per week, during same hours as regular bus service. A charge of \$3.00 each way is payable at time of ride. If personal care assistant is required, that person rides for free.

Pre-registration is required before ride request will be honored. Applications are available through ADA office or the Glastonbury Human Services office.

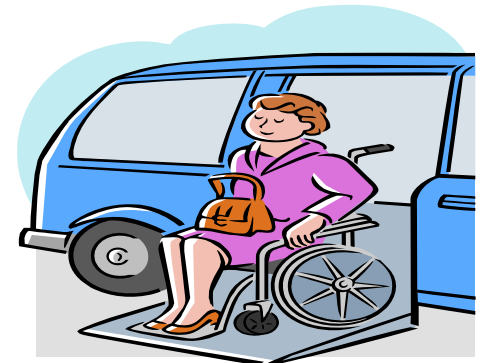
FREEDOM RIDE ACCESSIBLE TAXI VOUCHER

For vouchers and to determine eligibility, please contact: Greater Hartford Transit District at 860-247-5329 or visit hartfordtransit.org . This

service goes beyond ADA paratransit service by providing a taxi voucher debit card with a 100% match, within limits to people defined as having a disability under the ADA definition through a partnership with Yellow Cab Company 24 hours per day 7 days per week with an expanded service area. In order to use the program you MUST BEGIN OR END in the following towns: Berlin, Bloomfield, E Hartford, E Windsor, Enfield, Farmington, Hartford, Manchester, New Britain, Newington, Rocky Hill, Simsbury, S Windsor, Vernon, WH, Wethersfield, Windsor & Windsor Locks.

GLASTONBURY DIAL-A-RIDE

A TRANSPORTATION SERVICE FOR ELDERLY AND INDIVIDUALS WITH DISABILITIES



GLASTONBURY HUMAN SERVICES



RESERVATIONS: 860-652-7643

**QUESTIONS & CANCELLATIONS:
860-652-7638**